Meet Your Digital Workforce

The automation revolution is well underway, which will transform the mode of work as we know it.

The new paradigm will be facilitated by Artificial Intelligence machines working harmoniously with humans, advising us only of matters that require our attention or expertise.

The Human-Machine Interface will look less like the traditional monitors, mice, and keyboards but more like voice-controlled systems or Heads-Up Displays controlled by eye-tracking software.

What is being described here is a fully-autonomous enterprise, with the digital workforce handling the critical load, allowing the humans to focus on the creative and social elements of their role.

Although this shift won't happen overnight, we are making rapid progress and it's closer than we think.

On this journey, you'll encounter the terms '*digital assistant'*, **'***digital labour'*, and '*digital workforce'* – sometimes used interchangeably – generally, the difference between these terms refer to the level of complexity, autonomy, or location of the technology.

Here is a quick definition of the above which may help to clarify as you navigate your transformation:

- **Digital Assistant** – Normally referring to small, task-focused automation that resides on your personal computer, started and stopped by the end-user. This is generally known as attended or assisted RPA.

- **Digital Labour** – Normally referring to larger, process-focused automation that resides on a Virtual Machine server or in the Cloud, starting and stopping automatically based on inputs such as email inboxes or dashboards. These are known as unattended or unassisted RPA – only interfacing with the end-user when exceptions need to be handled.

- **Digital Workforce** – This is the overarching term to describe the combination of the above, augmenting the human-workforce. Increasingly becoming predictive or 'intelligent' through supplementary technologies that mimic other elements of human capability.

Of course, we are yet to benefit from a standard taxonomy, this is just a summation of our experience. We'd be interested to hear from anyone who has alternative nomenclature…